

New Self Service Terminals (SST)

New SSTs

New SSTs are being installed in twenty-five Department of Motor Vehicle (DMV) field office lobbies. SSTs will offer registration renewal and planned nonoperation (PNO) filing in English and Spanish during normal business hours.

Installation

The first installation took place this month at the South Sacramento field office and additional installations will take place from December 2010 through April 2011 at the following field offices:

- Arleta
- Chula Vista
- Costa Mesa
- Culver City
- East Riverside
- El Cajon
- Escondido
- Fullerton
- Glendale
- Indio
- Inglewood
- Lancaster
- Newhall
- Oceanside
- Rancho Cucamonga
- San Bernardino
- San Diego-Claremont
- San Ysidro
- Santa Ana
- Torrance
- Van Nuys
- West Hollywood
- Westminster
- Winnetka

Specific SST installation dates have not been determined. However, once terminals are installed, they will be available for service the next business day.

Eligible Transactions

To process a vehicle registration renewal or a PNO filing at an SST, customers must have their most recent registration card or renewal notice with a renewal identification number (RIN) for automobiles, non-CVRA (Commercial Vehicle Registration Act) commercial vehicles, motorcycles, park trailers, and coach trailers.

Payment

Payment can be made at an SST by cash, check, credit card, or debit card.

Ineligible Transactions

The following renewals or PNO filings cannot be processed at an SST:

- Off-highway vehicles (OHV)
- Vessels
- CVRA commercial vehicles
- Permanent trailer identification (PTI) trailers
- Renewals with an address change
- Completion of a Report of Deposit of Fees (RDF) transactions

Completed Transactions

Completed renewal transactions will be issued a valid registration card and a current year sticker with the vehicle license plate number printed on it as a validation number.

Completed PNO transactions will receive a PNO acknowledgement.

Incomplete transactions (needing smog and/or liability insurance) may be processed to avoid penalties and will be issued a Notice of Incomplete Renewal Document (NIRD).

<p>NOTE: Documents issued from an SST, other than the California Vehicle Registration Receipt, include a sticker. However, PNO and NIRD documents will have “VOID” printed across the sticker material.</p>
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Vendor Role

The SST vendor is responsible for machine maintenance, inventory supply, change supply, bank deposits, and customer support.

If a problem occurs while the customer is using the SST, the screen will advise the customer to call the vendor's customer service telephone number. The vendor will not refer the customer to a DMV field office.

Background

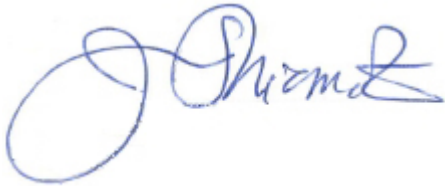
Due to the success of SST pilot projects conducted in 2004 and 2006, DMV is deploying additional SSTs. All SSTs will be located in the field office lobbies.

Distribution

Notification that this memo is available online, at www.dmv.ca.gov under Publications was made via California DMVs Automated E-mail Alert System in November 2010.

Contact

Call the DMV Customer Communications Section, at (916) 657-6560 for further clarification of this memo. Upon request, this document can be produced in Braille or large print.

A handwritten signature in blue ink, appearing to read "J. Shiimoto". The signature is stylized with a large loop at the beginning and a cursive script for the rest of the name.

JEAN SHIOMOTO, Deputy Director
Communication Programs Division

Attachment